



JOB DESCRIPTION

Job Title: Senior Documentation Officer,
Collections Management Information & Systems

Division: Research & Collections

Department/Section: Conservation and Collections Management

Reporting to: Collections Information & Systems Manager

Background

As the world's greatest museum of art and design, the V&A enriches people's lives by promoting the practice of design and increasing knowledge, understanding and enjoyment of the designed world.

The Collections Management Department (CMD) is responsible for providing collections management consultancy and advice across the Museum, and delivering improved access to information about the collections, particularly digital access.

This is an exciting time to join our busy team having completed the Collections Management Programme in 2014 and DAMS project in 2018. We are now consolidating the work of this programme to embed Resource Planning and project management workflows fully into the Division and the Museum.

Purpose of job

This is a key role in CMD as it provides an important link between the department and many other teams around the Museum. The post-holder will deliver small projects to continue integration of resource planning, project management processes and data into the Collections Management System so that it more fully supports the work of the whole Museum. This will involve identifying opportunities for process improvement, gathering user requirements and providing user training, as well as system-based work to support the development and testing of new features.

This role will also support collections management and documentation activities in the Museum.

Main tasks

1. Work with Collections Information and Systems Manager and users across the Museum to identify opportunities for planning systems, processes and data to be managed more efficiently in the Collections Management System and build on existing system developments further to integrate planning functionality.
2. Take a lead on the technical aspect of resource planning and allocation activities within the division, including generation of the Public Programme from project management information and embedding methods to ensure smooth scheduling of work across the Conservation and Collections Management Division.

3. Work closely with colleagues across the Museum to support their use of the Collections Management System.
4. Design and deliver core training to Museum staff on the correct use of systems (in particular the CMS) and procedures, and create and maintain training materials.
5. Design and generate management reports to help staff across the museum to plan and effectively manage their workloads and streamline processes.
6. Provide support and advice to colleagues across the Museum with day to day activities, including responding to CMS helpdesk enquiries.
7. Provide support for day to day Collections Management team activities, as required by managers.
8. Be committed to Health and Safety and maintain a thorough understanding of the Museum's Health and Safety policies and procedures.
9. Be security conscious, maintain a thorough understanding of the Museum's security procedures and ensure your co-operation with them, particularly the requirement to wear a security pass at all times when on Museum premises.
10. Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect and dignity. Actively contribute to developments that support the Museum's strategy for widening access, inclusion and diversity.
11. Carry out any other duties that may be reasonably required.

PERSON SPECIFICATION

Essential requirements

1. Degree level qualification in an information management, information technology or museum-related discipline.
2. Sound experience of delivering an IT or process-based solution, including experience of requirements analysis, day to day project management, and testing.
3. Demonstrable knowledge of how collections management procedures and activities support the work of a museum.
4. Experience of working with a Collections Management System and/or a Resource planning system.
5. Experience in or demonstrable aptitude for the development and delivery of user support and training.
6. Ability to involve, motivate and/or facilitate groups or teams of people to contribute to a shared

goal.

7. Strong communications skills with a demonstrable ability to communicate specialist information effectively to non-specialist audiences.
8. Self-motivated and task orientated with an attention to detail, a self-starter able to work effectively without close supervision.
9. Understanding of legal and security requirements around provision of information, eg FOI and Data Protection

Desirable requirements

1. Demonstrable experience in planning and managing projects.
2. Experience of working with museum procedures to Spectrum standards.
3. Familiarity with Resource Planning processes and tools used in a large organisation
4. Experience of using database reporting tools.

OTHER INFORMATION

Hours/Salary:

Net working hours (i.e. excluding meal breaks) are 36 per week.

The salary for this role will be £27,385-£32,914 per annum Salaries are reviewed on an annual basis.

Annual leave:

28 days plus 8 days public holidays

Pension benefits:

You will be auto enrolled into the Museum's Group Personal Pension Scheme and have the opportunity on completion of Probation to an enhanced pension provision, including an employer contribution of 10%.

Other benefits:

Non-contributory life assurance policy (to value of 4 x annual salary)

An interest free season ticket or bicycle loan is available after three months.

Free entrance to all the major museums and exhibitions in London as well as many others.

Subsidised staff restaurant

Discounts on purchases in V&A shops

Application process:

Please apply online via the V&A's website at www.vam.ac.uk/jobs

If you are having technical difficulties applying online, please use the online chat functionality which can be found on the bottom right hand side of the form. Alternatively, you can contact **Vacancy Filler** directly on **01509 236434**, and quote the role reference number and your application number (if known). Please note, Vacancy Filler are contactable, Monday – Friday between 9.00am – 5.00pm.

If you have any queries regarding the role and/or the V&A's recruitment process, you can email us – contacthr@vam.ac.uk or telephone us on 020 7942 2937 (Working hours Monday – Friday 9.00am – 5.00pm).

Closing date for receipt of applications is 25 March 2019, by 5pm

Interviews will take place on w/c: 01 April 2019

Interview expenses will not be paid unless there is a prior agreement.